

(700) Price Offerings including Volce Rate Data
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	125113
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<015>	Study Area Name	NORTHERN NEW ENGLAND TELEPHONE OPERATIONS LLC
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<020>	Program Year	2016
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<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
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<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
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<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
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<701> Residential Local Service Charge Effective Date	1/1/2015
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<702> Single State-wide Residential Local Service Charge

<703>

[illegible]

(710) Broadband Price Offerings
Data Collection Form

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OMB Control No. 3060-0986/OMB Control No. 3060-0819
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 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Barbara Galardo
 <035> Contact Telephone Number - Number of person identified in data line <030> 2075354126 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> bgalardo@fairpoint.com

<711>	<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees		Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	



(710) Broadband Price Offerings
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State	Exchange (ILEC)	Residential Rate	State Regulated Fees		Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	



(800) Operating Companies

Data Collection Form

FCC Form 481

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<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	Northern New England Telephone Operations LLC
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Northern New England Telephone Operations LLC

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Bentleyville Communications Corporation	170145	dba FairPoint Communications Inc.
	Berkshire Cable Corp.		dba FairPoint Long Distance
	Berkshire Cellular, Inc.		
	Berkshire New York Access, Inc.		
	Berkshire Telephone Corporation	150073	dba FairPoint Communications Inc.
	Big Sandy Telecom, Inc.	462192	dba FairPoint Communications Inc.
	Bluestem Telephone Company	411835	dba FairPoint Communications Inc.
	Chautauqua & Erie Communications, Ltd		
	Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
	Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications Inc.
	China Telephone Company	100004	dba FairPoint Communications Inc.
	Chouteau Telephone Company	431981	dba FairPoint Communications Inc.
	Columbine Telecom Company	462204	dba FairPoint Communications Inc.
	Columbus Grove Telephone Co.	300604	dba FairPoint Communications Inc.
	COM Networks, Inc.		
	Comerco, Inc.		dba FairPoint Long Distance
	Community Service Telephone Co	100015	dba FairPoint Communications Inc.
	C-R Communications, Inc.		
	C-R Long Distance, Inc.		dba FairPoint Long Distance
	C-R Telephone Company	341009	dba FairPoint Communications Inc.
	El Paso Long Distance Company		dba FairPoint Long Distance
	El Paso Telephone Company	341004	dba FairPoint Communications Inc.
	Ellensburg Telephone Company	522412	dba FairPoint Communications Inc.

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<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Elltel Long Distance Corp.		dba FairPoint Long Distance
	Enhanced Communications of Northern New England Inc.		
	ExOp of Missouri Inc.		
	FairPoint Broadband, Inc.		
	FairPoint Business Services LLC		
	FairPoint Carrier Services, Inc.		
	FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications Inc.
	FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
	FairPoint Vermont, Inc. (TG)	143331	dba FairPoint Communications Inc.
	Germantown Independent Telephone Company	300618	dba FairPoint Communications Inc.
	Germantown Long Distance Company		dba FairPoint Long Distance
	GTC, Inc.	210291	(Floral) dba FairPoint Communications Inc.
	GTC, Inc.	210329	(Perry) dba FairPoint Communications Inc.
	Maine Telephone Company, INC	100025	dba FairPoint Communications Inc.
	Marianna Scenery Hill Telephone Company	170185	dba FairPoint Communications Inc.
	Marianna Tel., Inc.		
	MJD Services Corp.		
	MJD Ventures, Inc.		
	Northern New England Telephone Operations LLC (NNE)	125113	dba FairPoint Communications Inc.
	Northern New England Telephone Operations LLC (NNE)	105111	dba FairPoint Communications Inc.
	Northland Telephone Company of Maine, Inc.	103313	dba FairPoint Communications Inc.
	Odin Telephone Exchange, Inc	341065	dba FairPoint Communications Inc.
	Orwell Communications, Inc.		dba FairPoint Long Distance

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Affiliates	SAC	Doing Business As Company or Brand Designation
Orwell Telephone Company	300649	dba FairPoint Communications Inc.
Peoples Mutual Long Distance		
Peoples Mutual Telephone Co	190244	dba FairPoint Communications Inc.
Quality One Technologies, Inc.		dba FairPoint Long Distance
Ravenswood Communications, Inc.		
Sidney Telephone Company	103313	dba FairPoint Communications Inc.
ST Enterprises, Ltd.		
ST Long Distance, Inc.		dba FairPoint Long Distance (Kansas, Colorado, Oklahoma)
St. Joe Communications, Inc.	210339	dba FairPoint Communications Inc.
Standish Telephone Company, INC	100025	dba FairPoint Communications Inc.
Sunflower Telephone Co	461835	dba FairPoint Communications Inc.
Taconic Technology Corp.		
Taconic TelCom Corp.		dba FairPoint Long Distance
Taconic Telephone Corp.	150084	dba FairPoint Communications Inc.
Telephone Operating Company of Vermont LLC (NNE)	145115	dba FairPoint Communications Inc.
UI Long Distance, Inc.		dba FairPoint Long Distance
Utilities, Inc.		dba FairPoint Communications Inc.
YCOM Networks, Inc.	522453	dba FairPoint Communications Inc.

FCC Form 481

Line 112- Service Quality Improvement Reporting
{47 CFR 54.313(a)(1)}

1. In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan. The bureau stated that "until the [Connect America Phase II forward-looking] cost model is adopted and incumbents have the opportunity to accept a state-level commitment, it does not serve the public interest" to require price cap ETCs to file five-year plans.¹

¹ *Connect America Fund et al.* WC Docket No. 10-90 et al., Order, 28 FCC Rcd 2051, 2054, para. 8 (Wireline Comp. Bur. 2013) (*ETC Reporting Requirements Order*).

Unfulfilled Requests Broadband
Pursuant to 47 C.F.R. 54.313 (a)(3)
Data Collection Form 481 Line 330

Study Area Code	125113
Study Area Name	Northern New England Telephone Operating Co.-New Hampshire
Program Year	2014
Contact Name	Barbara Galardo
Contact Telephone Number	207-535-4126
Contact Email Address	bgalardo@fairpoint.com

Request Date	Business/Consumer
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REDACTED – FOR PUBLIC INSPECTION

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Study Area Name	Northern New England Telephone Operating Co.-New Hampshire
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Contact Name	Barbara Galardo
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Request Date	Business/ Consumer
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Contact Email Address	bgalardo@fairpoint.com

Exchange	Request Date	Business/ Consumer	Reason Request Unfulfilled
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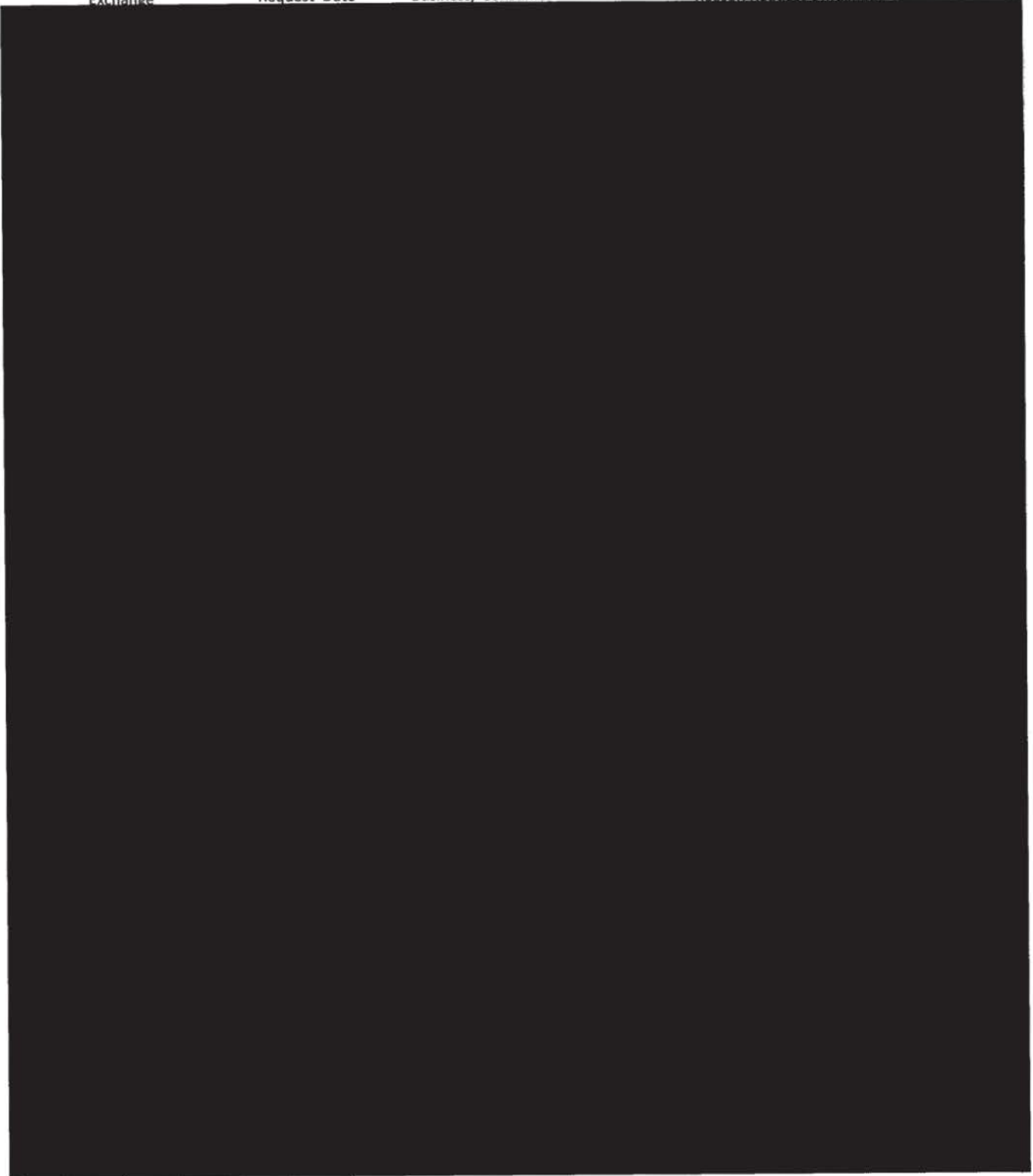
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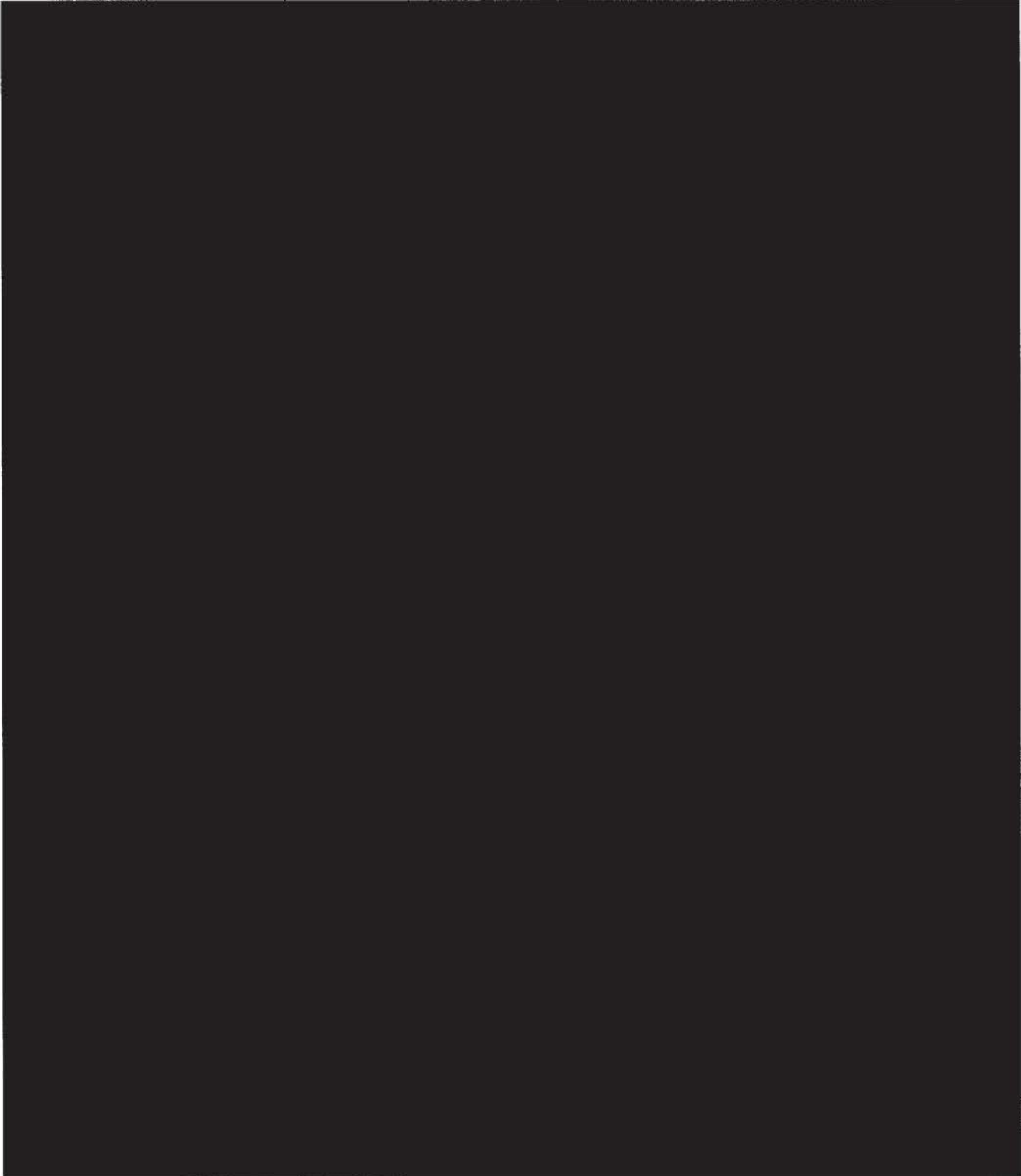
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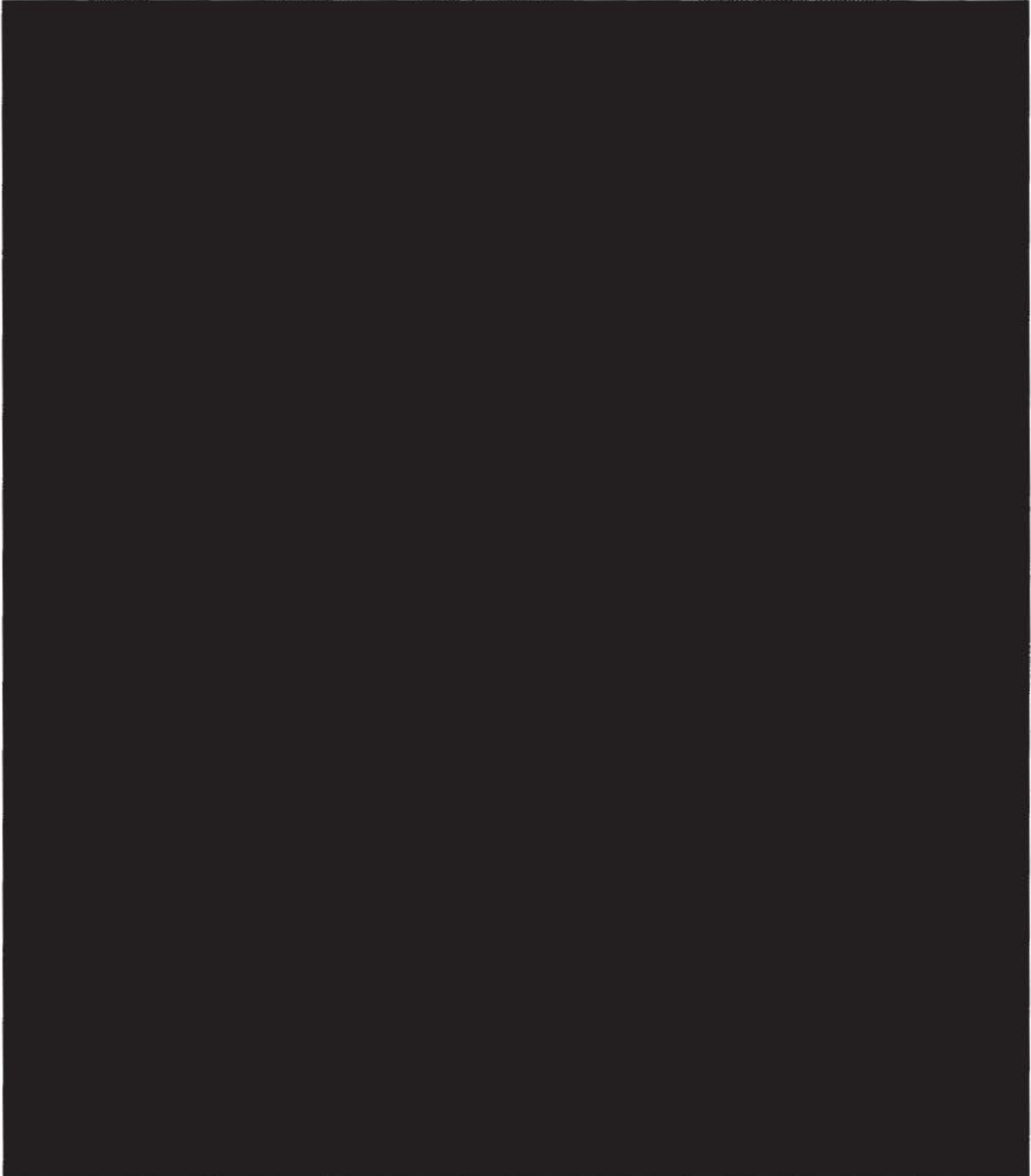
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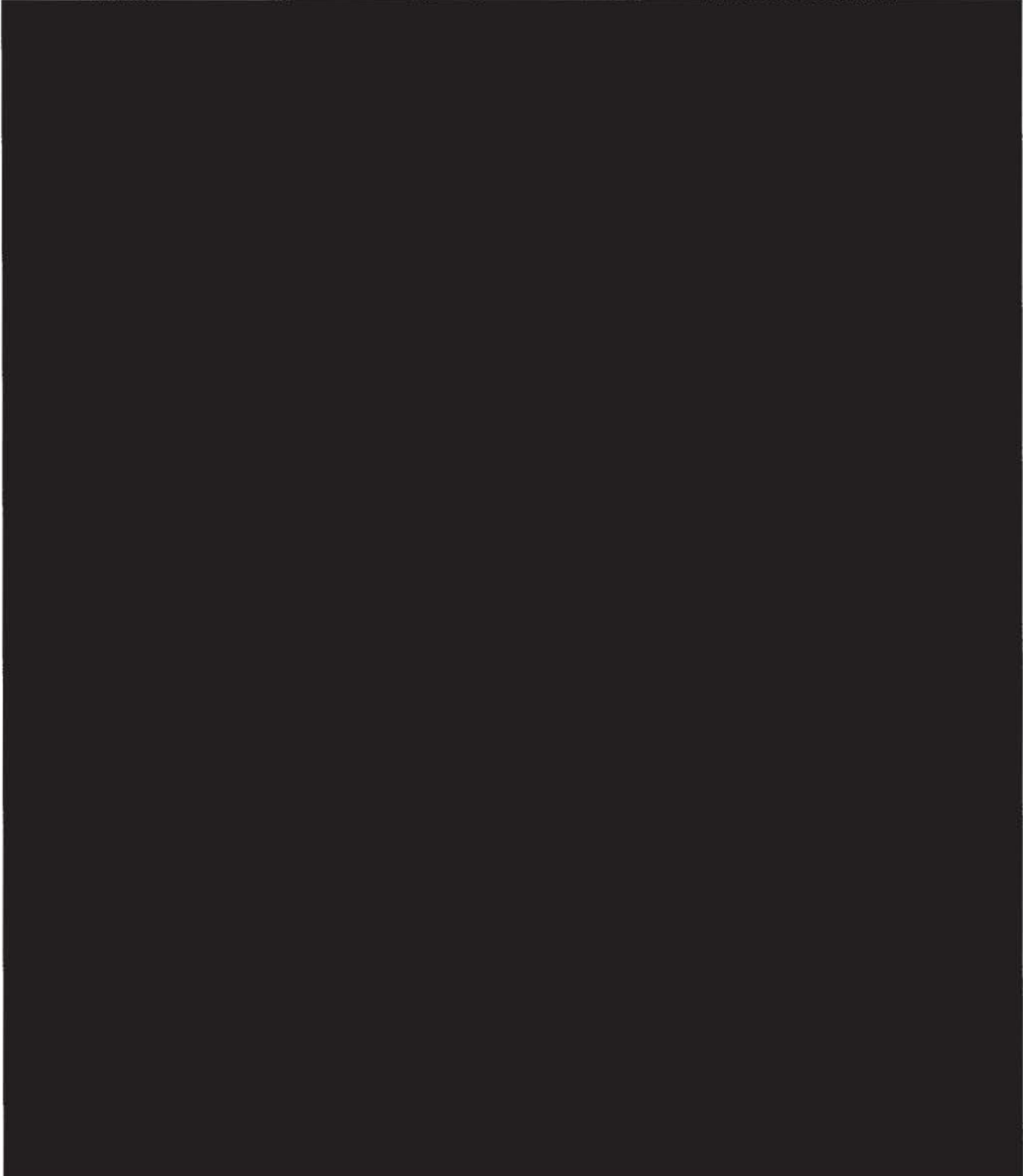


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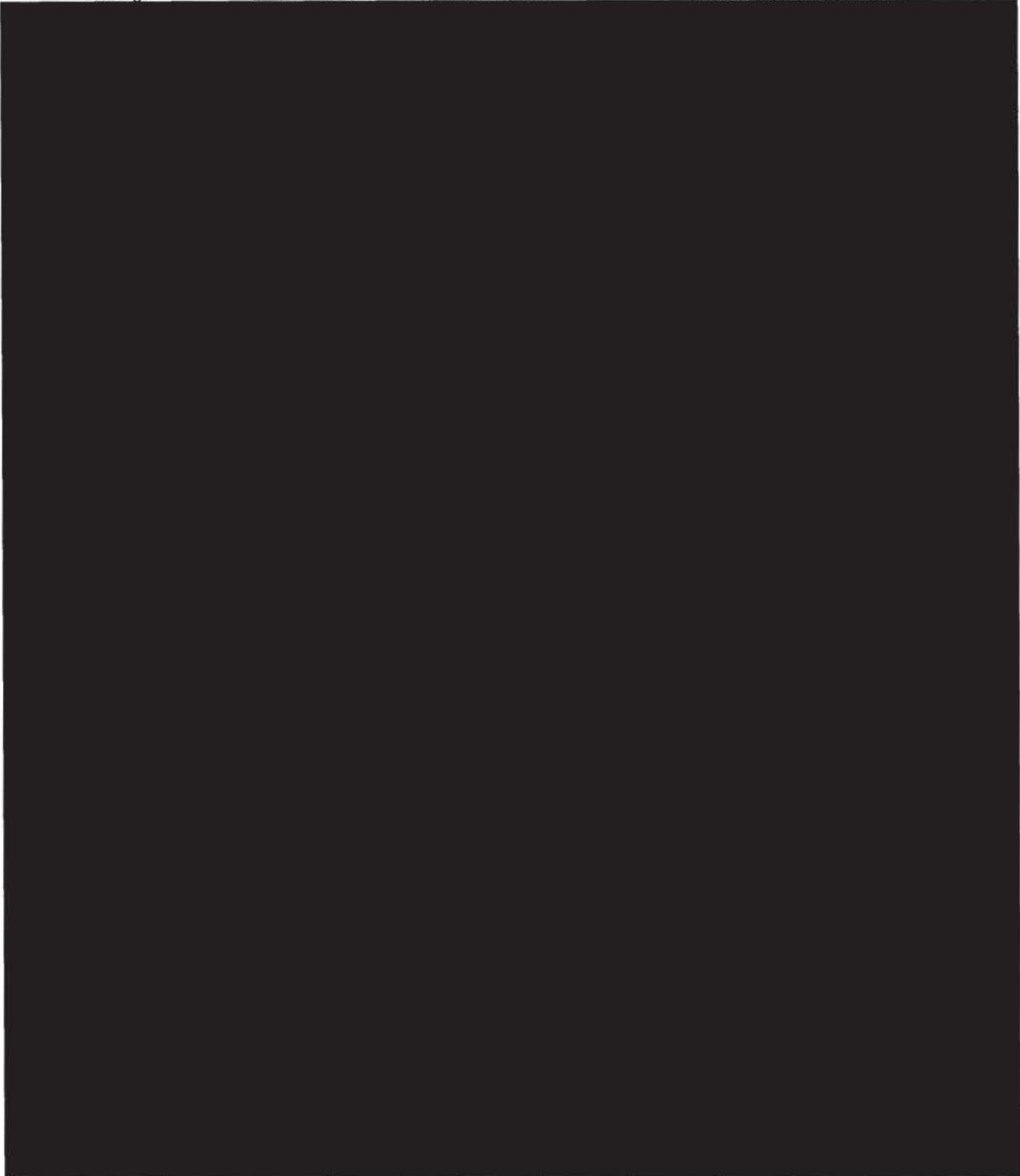
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**Northern New England Telephone Operations LLC New Hampshire
125113**

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

Northern New England Telephone Operations LLC, hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions may include, but are not limited to, the following: (1) maintaining a publicly-accessible website which discloses rates, terms and conditions of service to customers in accordance with New Hampshire requirements; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." ² The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."³

Northern New England Telephone Operations, d/b/a/FairPoint Communications does not have any service quality reporting requirements with the New Hampshire Public Utilities Commission. The telecommunications industry was largely de-regulated on retail services in 2012, and for providers electing to file their entity as an Excepted Local Exchange Carrier (ELEC), the service quality metrics, amongst other requirements were eliminated.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. the complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("*2005 ETC Order*").

² *Id.* at para. 28.